

**ABSTRACT**

A speech recognition unit (2) performs speech recognition on a speech of an utterer input by a speech input unit (1), specifies possible words which are represented by the speech, and the scores thereof, and a natural language analyzer (3) specifies parts of speech of the words and

5 supplies word data representing the words to an agent processing unit (7). The agent processing unit (7) stores process item data which defines a data acquisition process to acquire word data or the like, a discrimination process, and an input/output process, and wires or data defining transition from one process to another and giving a weighting factor to the transition, and executes a flow represented generally by the process item data and the wires to thereby control

10 devices belonging to an input/output target device group (6) in such a way as to adequately grasp a demand of the utterer and meet the demand.